

ROD & SUSAN BARTHA

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RIVERWOODS, IL 60015

ILLINOIS
COMMERCE COMMISSION

2003 APR -2 A 10: 56

CHIEF CLERK'S OFFICE

March 27, 2003

Administrative Judge Dolan
Illinois Commerce Commission
160 N. LaSalle Street, C-800
Chicago, IL 60601-3104

Re: Rod & Susan Bartha v. North Shore Gas, ICC 03-0061

Dear Judge Dolan,

Today we received the "Respondents Motion to Dismiss" from Mr. McCarthy, attorney for North Shore Gas Company. It was quite a disappointment.

We had an ongoing working relationship with North Shore Gas regarding our problems. They could not have been nicer in the beginning. After the meter was changed in September 2000, they sent an engineer to our home. He was sympathetic and agreed with our "expert" to the technical conversations in regards to firing rates, loads, and the fact that it was impossible to burn the amount of gas stated, especially in August 2000. We were told someone would get back to us and that we were not to pay our bill. This went on for months. On 12/29/00, we received a disconnect notice. Olga, from North Shore Gas, told us someone would get back to us, and to not pay the bill. This went on for almost two years. We continually asked to meet with the engineer again and get past records. They said they would get back to us. Within weeks after the two-year anniversary of the meter removal, we started getting nasty phone calls demanding that we pay the bills.

Conversations with several people all the way up to the president's office were all the same. They would not give us any information, nor meetings, they simply demanded we pay the bill.

We contacted the Illinois Commerce Commission in Chicago at one point. Ms. Mastros said that there was a two-year cap. We called the governor's office, as well as the attorney general's office. A few days later, a phone call from the Illinois Commerce Commission in Springfield said that we could file a formal complaint.

A phone call was made to the office of Elizabeth Rolando in Springfield. A woman in that office said she knew of no rule regarding a two-year time period. At that point, we filed.

Judge Dolan, we unfortunately do not know the law as an attorney does. Most people believe that justice should be done at anytime. We cannot afford an attorney for this problem.

We do believe, however, that North Shore Gas was aware of the timing and continued to put us and this matter off until we could do nothing legally once the two-year mark passed. It was at that time that people became nasty, arrogant, and uncooperative. They knew there was nothing we could do.

We understand that the letter of the law may tie your hands. If there is anything that can be done to get to the bottom of these problems we would appreciate it.

Thank you for your time.

Sincerely,

Rod & Susan Bartha

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